



## **Job Description**

**POSITION TITLE:** Senior Advocate

**DEPARTMENT:** Senior Advocates

**Full time, 40 hours a week.**

**Hours subject to change as speaking engagement and additional advocacy responsibilities are added.**

### **SCOPE OF RESPONSIBILITIES:**

This position is responsible for providing information and referral services and one-on-one assistance about available community and government resources for seniors their families and concerned community members - by office appointment, phone or Zoom contact, and on a limited basis with personal visits for the homebound.

This position includes all areas of advocacy including, but not limited to housing, legal issues, health issues, government benefits, senior programs, adult protective services, elder abuse, health insurance, Medicare and Medi-Cal programs and other government assistance programs.

Advocates are called upon to represent Senior Concerns in public speaking engagements and to interface with other senior service organizations. The position includes recordkeeping and coordination of services on behalf of clients served within these programs. This position is responsible for community outreach, program marketing, program operations, grant compliance, community partnerships.

This position will have office hours inside the Goebel Senior Center in Thousand Oaks, inside the Simi Valley Senior Center and at the Senior Concerns location on Hodencamp Ave.

### **Reports to: Director of Programs**

### **ESSENTIAL JOB RESPONSIBILITIES and DUTIES: INFORMATION AND REFERRAL**

1. Maintain up to date resource file of government, public and community services available to seniors.
2. Maintain contact with other agencies that provide services to seniors.
3. Provide assistance to seniors to help them take advantage of services and benefits to which they are entitled.
4. Fully understands the rules regarding government/public services and is able to explain them clearly to the client; remains current on changes.
5. Keeps current on appropriate application forms and changes in eligibility requirements. Provides assistance with form completion for medical assistance programs, letter writing for resolution of miscellaneous problems, preparation of Social Security and Medicare appeals.
6. Effectively facilitate caregiver support groups in the community.

7. Provide advocacy services off site at the Simi Valley Senior Center as well as at both Goebel Senior Center in Thousand Oaks and Senior Concerns in Thousand Oaks.
8. Refers and books appointments as necessary with Care Manager, Legal Concerns, Memory Concerns or Financial Concerns.
9. May be asked to fill in for Care Manager in times of vacation or sickness.
10. Record statistics accurately regarding type and number of client contacts according to grant and management guidelines.
11. Presents educational seminars providing programs to the public and government agencies on topics including but not limited to: healthcare options, financial decisions, caring for aging parents, placement options, services and assistance available to seniors, and changes in government programs. Will create this seminar schedule, book speaker and coordinate marketing materials.
12. Develop outcomes/goals for Senior Advocates Program in conjunction with President.

### **ESSENTIAL JOB RESPONSIBILITIES and DUTIES: CLIENT ASSISTANCE**

1. Identify and assess the needs of the client through the interview process accurately and quickly.
2. Maintain a professional, sensitive and caring relationship with the client.
3. Display flexibility in both organizing time and working with clients.
4. Maintain confidentiality regarding clients and their records.

### **ESSENTIAL JOB RESPONSIBILITIES and DUTIES: PUBLIC RELATIONS**

1. Create positive relationships with senior service providers.
2. Market and promote the Advocate programs within the community.
3. Demonstrate enthusiasm for working with seniors and working at Senior Concerns.
4. Demonstrate good communication skills in dealing with clients, community agencies and in presentations.
5. Always present a professional appearance.

### **QUALIFICATIONS and EXPERIENCES**

1. Must have knowledge and experience with older adult development.
2. Must have knowledge and experience with family caregivers of seniors.
3. Must have knowledge of local senior resources and the ability to access resources.
4. Must possess an even-tempered disposition, which displays patience and understanding of frail elderly.
5. Must demonstrate excellent interpersonal and communication skills.
6. Must have excellent administrative skills and able to manage multiple grant requirements as well as maintain accurate notes on clients.
7. Must demonstrate patience when dealing with distressed clients and have the ability to remain calm and impartial.
8. Must have verbal and written fluency in English. The ability to speak Spanish is preferred.
9. Must be able to maintain confidentiality in all situations.

10. Must have demonstrated proficiency with PCs including Excel PowerPoint and Word, and work with Audio Visual Equipment like projectors.

**EDUCATIONAL and other REQUIREMENTS:**

1. Bilingual English/Spanish preferred.
2. Must have a Bachelor's Degree in psychology, sociology, social work, gerontology, counseling and guidance or a related human services field with experience in management of a human services delivery system, or care and supervision of older adult services/program; working with seniors and family caregivers. Masters in Social Work or working towards MSW is preferred.
3. Must pass a medical examination, including a drug and alcohol test, prior to commencing work. The test will also include a test for tuberculosis, performed by or under the supervision of a physician not more than one year prior to or seven days after employment.
4. Prior to commencing work, the employee shall sign and submit to a Criminal Record Clearance Form, which would also include fingerprinting.
5. Prior to commencing work, the employee must pass drug and alcohol testing. After commencing work, the employee must submit to reasonable suspicion drug and alcohol testing.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position has Medium physical demands. While performing the duties of this job, the employee will have to drive. The employee may have to sit at his/her desk in front of the computer for long periods of time and must be able to talk, speak publicly and hear clearly. The employee may be exposed to intermittent noise. The employee frequently is required to use their hands and fingers to type on the computer, handle, or use equipment that is necessary to perform their duties. The employee is required to stand, walk, climb, bend over, and reach with hands and arms. The employee must pass a 50-pound life requirement.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those that an employee encounters while performing their essential duties and functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. All employees, regardless of position, serve as role models for children, adolescents, adults, families and the community who are provided services by Senior Concerns. Therefore, each employee must at all times be emotionally stable and able to function effectively with Senior Concerns' culturally diverse employees as well as the community. The staff must be able to demonstrate appropriate daily behavior, appropriate expression of emotions, as well as appropriate role modeling. Hostility, aggression and unnecessary or inappropriate physical actions and any form of harassment (see Personnel Manual) as well as inappropriate emotional expressions will not be accepted.

I have read the job description and understand my job duties and responsibilities.

X \_\_\_\_\_ Employee Signature Date: \_\_\_\_\_

Print Name: \_\_\_\_\_